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AMENDMENTS TO THE CLAIMS

Claims 1-39 (Cancelled)

40. (new) An apparatus for using data obtained from remote monitoring of customer equipment for service purposes to generate product sales offers to the customer comprising:

customer equipment in an elevator installation or an escalator installation generating dynamic parametric data information related to electrical and mechanical operating parameters of said customer equipment, the installation being remotely monitored to receive said dynamic parametric data information on a regular basis for service purposes;

a remote monitor interface located at the installation and connected to said customer equipment for receiving said dynamic parametric data information as generated;

an equipment database storage device remote from the installation and connected to said remote monitor interface for receiving said dynamic parametric data information on the regular basis and storing said dynamic parametric data information in a form suitable for determining when to take corrective service action at the installation based upon said dynamic parametric data information;

a product database storage device for storing product information related to characteristics of a plurality of products related to said customer equipment, said product information for each said characteristic including a limit corresponding to a possible value of said dynamic parametric data information of an associated one of said operating parameters; and

an offer generator connected to said equipment database storage device and to said product database storage device for comparing a value of said stored dynamic parametric data information of a selected one of said operating parameters with at least one of said stored product information limits

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corresponding to said selected one operating parameter, said offer generator generating a sales offer for a product associated with said limit directed to the customer associated with the customer equipment when said value and said limit have a predetermined relationship representing a maintenance requirement.

41. (new) The apparatus according to Claim 40 including a customer database storage device connected to said offer generator for receiving said sales offer and a web server connected to said customer database storage device for sending said sales offer to the customer.

42. (new) The apparatus according to Claim 41 wherein said web server generates said sales offer on a web page for viewing by the customer.

43. (new) The apparatus according to Claim 41 wherein said web server generates said sales offer as an e-mail message for transmission to the customer.

44. (new) The apparatus according to Claim 40 including a customer database storage device connected to said offer generator for receiving said sales offer, said customer database storage device verifying accuracy of said sales offer against customer information stored in said customer database storage device.

45. (new) The apparatus according to Claim 40 including a customer database storage device connected to said offer generator for receiving said sales offer, said customer database storage device using customer information stored therein for transmitting said sales offer to the customer.

46. (new) The apparatus according to Claim 40 including a data collector connected to said equipment database storage device and data transfer means connected between said remote monitor interface and said data collector for transferring said parametric data information to said equipment database storage device.

47. (new) The apparatus according to Claim 40 wherein said product information includes information about devices and services related to said customer equipment.

48. (new) The apparatus according to Claim 40 wherein said limit is a threshold and said predetermined relationship occurs when said value exceeds said threshold.

49. (new) The apparatus according to Claim 40 wherein said limit is a range and said predetermined relationship occurs when said value is within said range.

50. (new) The apparatus according to Claim 40 wherein said operating parameters include at least one of a usage parameter, an environmental parameter and an equipment performance parameter.

51. (new) The apparatus according to Claim 40 wherein said operating parameters include at least one of a usage parameter that is one of run time, trips per hour and cycle times, an environmental parameter that is one of temperature changes, utility power and weather, and an equipment performance parameter that is mechanical deterioration.

52. (new) A method of using data obtained from remote monitoring of customer equipment for service purposes to generate product sales offers to the customer, comprising the steps of:

- a. receiving dynamic parametric data information on a regular basis related to an electrical or mechanical operating parameter of customer equipment in an elevator installation or an escalator installation being remotely monitored on the regular basis for service purposes;
- b. storing the dynamic parametric data information in an equipment database storage device in a form suitable for determining when to take corrective service action and taking corrective service action at the installation based upon the stored dynamic parametric data information;
- c. storing in a product database storage device product information related to a characteristic of at least one product including a limit corresponding to a possible value of the dynamic parametric data information;
- d. comparing a value of the stored dynamic parametric data information with the limit; and
- e. generating a sales offer directed to a customer associated with the customer equipment when the value and the limit have a predetermined relationship representing a maintenance requirement.

53. (new) The method according to Claim 52 including a step of storing in a customer database storage device customer information related to the customer and sending the sales offer to the customer based upon the stored customer information.

54. (new) The method according to Claim 53 including sending the sales offer to the customer by at least one of regular mail, e-mail and a web page.

55. (new) The method according to Claim 53 including using the customer information to verify the accuracy of the sales offer.

56. (new) The method according to Claim 52 including a step of monitoring the customer equipment to generate the parametric data information.

57. (new) The method according to Claim 52 wherein said step c. is performed by storing in the product database storage device product information related to characteristics of a plurality of devices and services.

58. (new) The method according to Claim 52 including performing said steps a. through e. for a plurality of operating parameters of the customer equipment, the operating parameters including at least one of a usage parameter, an environmental parameter and an equipment performance parameter.

59. (new) An apparatus for using data obtained from remote monitoring of customer equipment for service purposes to generate product sales offers to the customer comprising:

a data collector for receiving on a regular basis dynamic parametric data information related to electrical and mechanical operating parameters of remotely monitored customer equipment being monitored for service purposes in at least one of an elevator installation and an escalator installation, said data collector being located remote from the installation and said dynamic parametric data information being suitable for the service purposes;

an equipment database storage device connected to said data collector for receiving on the regular basis and storing said dynamic parametric data information in a form suitable for determining when to take a corrective service action at the installation;

a product database storage device for storing product information related to characteristics of a plurality of products related to the customer equipment, said product information for each said characteristic including

a limit corresponding to a possible value of said dynamic parametric data information of an associated one of said operating parameters;  
an offer generator connected to said equipment database storage device and to said product database storage device for comparing a value of said stored dynamic parametric data information of a selected one of said operating parameters with at least one of said stored product information limits corresponding to said selected one operating parameter, said offer generator generating a sales offer for a product associated with said limit directed to the customer associated with the customer equipment when said value and said limit have a predetermined relationship representing a maintenance requirement;  
a customer database storage device connected to said offer generator for receiving said sales offer; and  
a web server connected to said customer database storage device for sending said sales offer to the customer.

60. (new) The apparatus according to Claim 59 wherein said operating parameters include at least one of a usage parameter, an environmental parameter and an equipment performance parameter.

61. (new) The apparatus according to Claim 59 wherein said operating parameters include at least one of a usage parameter that is one of run time, trips per hour and cycle times, an environmental parameter that is one of temperature changes, utility power and weather, and an equipment performance parameter that is mechanical deterioration.